MITEL NETWORKS

3300 | Integrated Communications Platform

3300 CITELlink Gateway for 7000 Series Norstar Phones

M7100 Phone User Guide

MITEL | it's about YOU

NOTICE

IMPORTANT! This telephone is NOT suitable for direct connection to the public-switched telephone network. Connect the telephone to a Mitel Networks system only.

Contents

ABOUT YOUR PHONE

The Mitel Networks 3300 CITELlink Gateway allows your Nortel Networks™ Norstar phone to work on a Mitel Networks 3300 Integrated Communications Platform (3300 ICP).

When used with a 3300 ICP, your M7100 phone has six fixed-function keys (**SUPERKEY, TRANS/CONF, CANCEL, DOWN ARROW,** ,). Your phone also features display-assisted selection of features and on-hook dialing.



LL0109

Phone buttons

Button Number	Description
1	Transfer/Conference
2	Superkey
3	Down Arrow
4	Cancel

Conventions

The following conventions are used in this user guide:

- Fixed-function keys are identified by bold uppercase letters (for example, **TRANS/CONF**).
- Text that appears on the display is identified by double quotes (for example, "Language?").

Using Your Norstar Phone with the 3300 CITELlink Gateway

Please note the following differences in the way your phone now operates:

- Although there is no **HOLD** key, you can still place a call on temporary hold.
- Some features require you to dial a **feature access code**. You can use feature access codes whenever you have dial tone. The feature access codes in this user guide may be different from the ones programmed in your system. Ask your Administrator for the list of feature access codes you can use.
- When you have a message (including new voice mail messages), "Message" appears on the display.
- You do not need to select a line before dialing a number. See *On-hook Dialing* in the *Making and Answering Calls* section for more information.

TIPS FOR YOUR COMFORT AND SAFETY

Don't cradle the handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder.

Protect your hearing

Your phone has a control for adjusting the volume of the handset receiver. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

CUSTOMIZING YOUR PHONE

Ringer Control

To adjust the Ringer Volume while the phone is ringing:

- Press or .

To adjust the Ringer Volume or Pitch while the phone is idle:

1. Press **SUPERKEY**.
2. Press **#** (No) until "Ringer Adjust?" appears.
3. Press ***** (Yes).
4. To adjust the ringer pitch, press ***** (Yes). To adjust the ringer volume, press **#** (No), then ***** (Yes).
5. Press or until you hear the desired ringer pitch/volume.
6. Press **#** (Save).
7. Press **SUPERKEY**.

Handset Receiver Volume Control

To adjust the Handset Receiver Volume when you are using the handset:

- Press or .

Speaker Volume Control

To adjust the Speaker Volume when making an on-hook call or when listening to background music:

- Press or .

Display Contrast Control

To adjust the Display Contrast while your phone is idle:

- Press **DOWN ARROW**.

Language Change

To change the display language:

1. Press **SUPERKEY**.
2. Press **#** (No) until "Language?" appears.
3. Press ***** (Yes).
4. Press ***** (Change).
5. Press **#** (No) until the desired language appears.
6. Press ***** (Yes).

MAKING AND ANSWERING CALLS

Make a call

1. Lift the handset.
2. Dial the number.

Answer a call

- Lift the handset.

Redial

To redial the last number that you manually dialed:

1. Lift the handset.
2. Dial ***01**

Redial - Saved Number

To save the last number that you manually dialed:

1. Lift the handset.
2. Dial ****79**.

To Redial a saved number:

1. Lift the handset.
2. Dial ***6***.

Speed Call - Personal

Note: Personal Speed Call lists must be configured by the Administrator.

To store a personal Speed Call number:

1. Lift the handset.
2. Dial **67**.
3. Enter an index number between **00** and **09**.
4. Dial the number to be stored.
5. Hang up.

To dial a stored personal Speed Call number:

1. Lift the handset.
2. Dial **58**.
3. Enter an index number between **00** and **09**.

On-Hook Dialing

To dial without lifting the handset:

1. If you want to use a Non-Prime Line, press a Line Appearance key.
2. Dial the number.
3. Lift the handset.

CALL HANDLING

Temporary Hold

To place a call on temporary hold

- Press **TRANS/CONF**.

To retrieve a call from temporary hold

- Hang up or press **CANCEL**. The held call automatically calls back your phone.

Note: A call placed on temporary hold will automatically call back your phone after 1 minute.

Transfer

To Transfer an active call:

1. Press **TRANS/CONF**.
2. Dial the number of the third party.
3. Do one of the following:
   - To complete the Transfer, hang up.
   - To announce the Transfer, wait for an answer, consult, and hang up.
   - To cancel the Transfer, press **CANCEL**.

Conference

To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:

1. Press **TRANS/CONF**.
2. Dial the number of the next party.
3. Wait for an answer.
4. Press **TRANS/CONF**.

To leave a Conference:

- Hang up.

Conference Split

To Split a Conference and speak privately with the original party:

1. Press **TRANS/CONF**.
2. Dial ***41**.

To return to the conference call:

- Press **TRANS/CONF**.

Call Forward

Call Forward lets you redirect incoming calls to an alternate number. Always redirects all incoming calls regardless of the state of your phone. B-Int redirects internal calls when your phone is busy, and B-Ext redirects external calls when your phone is busy. NA-Int redirects internal calls after several rings if you don't answer, and NA-Ext redirects external calls after several rings if you don't answer.

Note: For information about "I Am Here?", see Call Forward - Remote.

To program Call Forward:

1. Press **SUPERKEY**.
2. Press **#** (No) until "Call Forwarding?" appears.
3. Press ***** (Yes).
4. Press **#** (Next) until the desired type of Call Forward appears (see above).
5. Press ***** (Review).
6. Press ***** (Program).
7. Dial the destination number.
8. Press **DOWN ARROW** to save.
9. Press **SUPERKEY**.

To turn Call Forward on and off (once it has been programmed):

1. Press **SUPERKEY**.
2. Press **#** (No) until "Call Forwarding?" appears.
3. Press ***** (Yes).
4. Press **#** (Next) until the desired type of Call Forward appears.
5. Press ***** (Review).
6. Press ***** (Change).
7. Do one of the following:
    - To turn Call Forward on, press **#** (TurnOn).
    - To turn Call Forward off, press **#** (TurnOff).
8. Press **SUPERKEY**.

Call Forward - Remote

To forward calls from a remote station to your current location:

1. Press **SUPERKEY**.
2. Press **#** (No) until "Call Forwarding?" appears.
3. Press ***** (Yes).
4. Press **#** (Next) until "I Am Here" appears.
5. Press ***** (Yes).
6. Dial the extension of the remote station.
7. Press **DOWN ARROW** to save.

To cancel Call Forward - Remote from the station that set the remote forwarding:

1. Lift the handset.
2. Dial ****77**.
3. Dial the extension of the remote station.
4. Hang up.

To cancel Call Forward - Remote from the station that was forwarded:

1. Press **SUPERKEY**.
2. Press **#** (No) until "Call Forwarding?" appears.
3. Press ***** (Yes).
4. Press ***** (Review).
5. Press ***** (Change).
6. Press **#** (TurnOff).
7. Press **SUPERKEY**.

Call Forward - End Chaining

To ensure that calls do not get forwarded again by the destination number:

1. Lift the handset.
2. Dial **64**.
3. Hang up.

To again allow calls to be forwarded by the destination number:

1. Lift the handset.
2. Dial ****73**.
3. Hang up.

Call Forward - Override

To override Call Forward and ring a station:

1. Lift the handset.
2. Dial ***1***.
3. Dial the extension number.

Messaging - Advisory

To turn Messaging - Advisory on:

1. Press **SUPERKEY**.
2. Press **#** (No) until "Advisory Msgs?" appears.
3. Press ***** (Yes).
4. Press **#** (Next) until the desired message appears.
5. Press **#** (TurnOn).

To turn Messaging - Advisory off:

1. Press **SUPERKEY**.
2. Press **#** (No) until "Advisory Msgs?" appears.
3. Press ***** (Yes).
4. Press **#** (TurnOff).

Messaging - Callback

To leave a message waiting indication on a phone when you hear busy or ringback tone:

1. Lift the handset.
2. Dial **1**

To respond to a message waiting condition on your phone:

1. Lift the handset.
2. Dial ***92**.
3. Do one of the following:
   - To call the message sender, press **#** (Call).
   - To erase the message, press ***** (Erase).

To answer a Callback:

- Lift the handset.

Messaging - Cancel Callback

To cancel a Callback:

1. Lift the handset.
2. Dial ***1#**.
3. Dial the number of the called station.
4. Hang up.

Messaging - Cancel All Callbacks

To cancel all Callbacks:

1. Lift the handset.
2. Dial **#1**.
3. Hang up.

USING ADVANCED FEATURES

Account Codes

To use Forced Account Codes:

1. Lift the handset.
2. Dial the Account Code digits.
3. Press **#**.

To enter an Account Code during a call:

1. Press **TRANS/CONF**.
2. Press ****3**.
3. Dial the Account Code digits.
4. Press **#** (Save).
5. Press **CANCEL**.

Call Park

To retrieve a call parked by the attendant:

1. Lift the handset.
2. Dial ***23**.
3. Dial the console ID and the Hold Slot number.

Call Pickup

To answer a call that is ringing at another station in your Pickup Group:

1. Lift the handset.
2. Press ***6**.

To answer a call that is ringing at a station not in your Pickup Group:

1. Lift the handset.
2. Dial ****6**.
3. Dial the number of the ringing station.

Campon

To Campon to a busy station:

- Dial **3** or wait for the time-out period to expire.

To retrieve a call when you hear Campon tone:

- Depress the hookswitch momentarily, and then dial ***3**. The current call is put on hold and you are connected to the waiting call.

Do Not Disturb

To activate or deactivate Do Not Disturb:

1. Lift the handset.
2. To activate Do Not Disturb, dial ***5**.
   -OR-
3. To deactivate Do Not Disturb, dial **#5**.
4. Hang up.

To activate Do Not Disturb from a remote station:

1. Lift handset.
2. Dial ****5**.
3. Dial the number of the station to which **Do Not Disturb** is to apply.
4. Hang up.

To deactivate Do Not Disturb from a remote station:

1. Lift handset.
2. Dial **##5**.
3. Dial the number of the station with **Do Not Disturb** activated.
4. Hang up.

Override

To use Override when you encounter busy or DND tone:

- Dial **2**.

Paging

To use Paging:

1. Lift handset.
2. Press ****9**.
3. Dial the Paging zone number (if required).
4. Make the announcement.

Direct Paging

Direct Paging allows you to page a party through their phone speaker. If the paged party has Off-Hook Voice Announce enabled, the page will be heard even when the party is on a handset call.

To page a party:

1. Lift the handset.
2. Press the ***37**.
3. Dial the extension number.
4. Speak to the dialed party after the tone.

To answer a Direct Page (indicated by a single burst of tone):

- Lift the handset.

Group Paging / Meet Me Answer

Group Paging allows you to page a group of telephones through their built-in speakers. You can belong to as many as three paging groups with one group designated as your "prime" group.

When you need to respond to a Group Page but don't know the identity or extension number of the paging party, use the Meet Me Answer feature. You have up to 15 minutes after receiving the page to use Meet Me Answer.

To make a Group Page:

1. Lift the handset.
2. Dial ***37**.
3. Do one of the following:
   - To page your prime page group, press **#**.
   - To page a specific page group, dial the page group directory number.
4. Speak to the dialed party after the tone.

To respond to a Group Page by using Meet Me Answer:

1. Lift handset.
2. Dial ***88**.
3. Do one of the following:
   - To respond to a page from your prime page group, press **#**.
   - To respond to a page from a specific page group, dial the page group directory number.

Trunk Flash

The Trunk Flash feature allows you to access Centrex features (if available) while you are talking on an outside call.

To flash a trunk while talking on an outside call:

1. Press **TRANS/CONF**.
2. Dial ***57** for a single flash or ***56** for a double flash.
3. Wait for dial tone.
4. Dial the Centrex feature access code.